



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

The application of:  
Fain et al.

Group Art Unit 2642

Examiner: Tieu, Benny Quoc

Serial No. 09/894,359

Filed: June 28, 2001

SYSTEM AND METHOD FOR  
PROVIDING A CALL BACK  
OPTION FOR CALLERS TO A  
CALL CENTER

RECEIVED

SEP 14 2004

Technology Center 2600

**RESPONSE ACCOMPANYING REQUEST FOR CONTINUED EXAMINATION**

September 9, 2004

Mail Stop RCE  
Commissioner for Patents  
Box 1450  
Alexandria VA, 22313-1450

Sir:

**A. Introductory Comments**

Applicants respectfully request entry of the following amendments and remarks in response to the final Office Action dated June 10, 2004.

Claims 1, 13, 16, 19, 20-21, and 28 have been amended. Claims 6-9, 18, 24-27, and 33-36 have been canceled without prejudice or disclaimer to the subject matter contained therein. Claims 1-5, 10-16, 19-23, and 28-32 are now pending in the application. No new matter has been added. Applicants respectfully request favorable reconsideration and further examination of this application in view of the following amendments and remarks.

**Amendments to the Claims** begin on page 3 of this paper.

**Remarks** begin on page 11 of this paper.